Notification & Review Process for Substantiated Maltreaters

Introduction

The following guide outlines the notification and review process for an alleged maltreater upon supervisory approval of a substantiated Initial Assessment.

CAPTA (Child Abuse Prevention & Treatment Act) Maltreater Review Coordinator:

At approval, supervisors are presented with a list of their county's CAPTA Maltreater Review Coordinator(s) in order to assign maltreater related ticklers for the review process. It is up to each county as to who and how many workers are designated with this role. Workers are identified as a CAPTA Maltreater Review Coordinator on their Worker Management record.

The guide addresses:

- Sending a Notification of Initial Determination of Substantiated Child Maltreatment and Right to Request a Review
- Sending a Notice of Final Determination of Substantiated Child Maltreatment and Right to Request an Appeal (No Response)
- Overriding the Notice of Right to Review Timeline
- Creating a Review & Final Determination Letter
- Voiding a Review entered in Error
- Viewing the Review/Appeals Record page
- Maltreater Review/Appeal Imaging

Related User Guides:

Documenting a Maltreater Appeal

Imaging Case

Initial Assessment – Primary (Clinical)

Initial Assessment – Narrative (Actuarial)

Initial Assessment – Secondary (Clinical)

Serious Incident (Act 78) Guide

Tickler Creation and Removal Information

Death of a Maltreater

Should a maltreater die at any time during the review process, entering a date of death on the maltreater Person Management Record will:

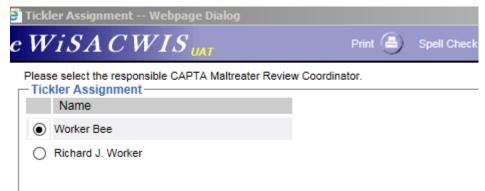
- a. Add an indicator on the Review tab. Mom Burger (Deceased)
- b. Allow for the Maltreater Review ticklers to be deleted should the county decide not to continue with the maltreater due process.

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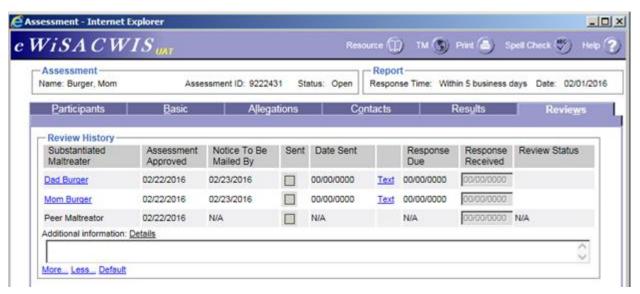
Sending a Notification of Initial Determination of Substantiated Child Maltreatment and Right to Request a Review

Note: Case assignment is required to enter information on the Reviews tab, with the exception of the supervisor who approved the substantiated IA and the assigned CAPTA Maltreater Review Coordinator.

- 1. Upon supervisory approval, two things occur:
 - a. A pop-up page appears to designate a CAPTA Maltreater Review Coordinator who will be assigned the maltreater ticklers.
 - b. The Reviews tab appears. Names of any substantiated maltreaters appear in the Review History group box. The date for the Notice to Be Mailed By is automatically calculated and prefills.



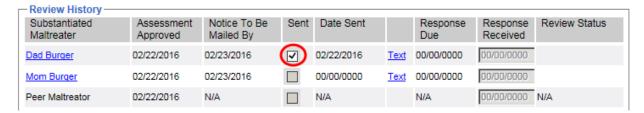
2. Click the <u>Text</u> hyperlink to launch the Notification of Initial Determination of Substantiated Child Maltreatment and Right to Request a Review. Information from the assessment prefills to the Notification of Initial Determination letter including the narrative text for each of 'The basis for the determination is as follows:'*



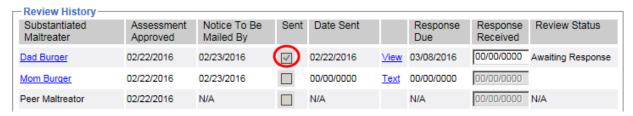
The 'Additional information' narrative box is for Agency use. (See the Details flare for information).

Note: * This text can be reviewed and modified by a designated CAPTA Maltreater Review Coordinator, worker with case assignment, or the supervisor that approved the IA at any time <u>prior</u> to <u>marking the letter as 'Sent'</u>. To modify the text, go to the Maltreater(s) group box on the Allegations tab and locate the narrative to update, modify the desired text, and Save.

- 3. Print the template and click Close & Return to eWiSACWIS to return to the Reviews tab.
- 4. On the Reviews tab, the Date Sent will prefill to today's date. Click the Save button to enable the Sent checkbox. Click the Sent checkbox and Save again to mark the letter as Sent.



5. Upon Save, the template will become frozen and the <u>Text</u> hyperlink will change to <u>View</u>. The date for the Response Due (from the maltreater) is automatically calculated and prefills.



Note: The Create Notice of Right to Review tickler is deleted and task marked as complete once the letter is marked as 'Sent'.

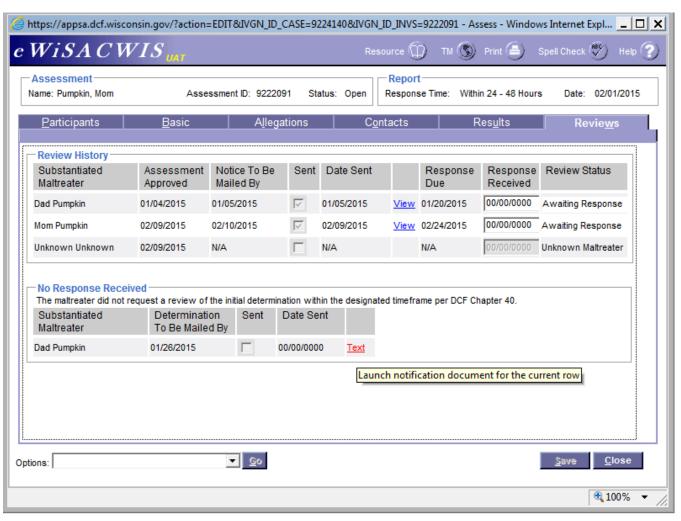
6. Repeat these steps for each Maltreater listed.

Note: A substantiated maltreater with a first and/or last name of any or both of the following values will be listed on the Reviews tab, but no notification is required to be sent: 'Unknown', 'Maltreater', Maltreator', 'Unnamed', or 'Not Named'.

Sending a Final Determination of Substantiated Child Maltreatment and Right to Request an Appeal – (No Response)

If a maltreater does not request a review and the Response Due date passes, overnight eWiSACWIS processing will:

- Insert the No Response Received group box with the maltreater(s) on the Reviews tab.
- Create a No Response Letter Due Tickler/Task for the assigned CAPTA Maltreater Review Coordinator.
- 1. Open the substantiated assessment and select the Reviews tab. The date for the Determination to Be Mailed By is automatically calculated and prefills. Click the <u>Text</u> hyperlink to launch the Notice of Final Determination of Substantiated Child Maltreatment and Right to Request an Appeal (No Response).



- 2. Enter information for the Reason for the Determination for each allegation. When complete, print the template and click Close & Return to eWiSACWIS to return to the Reviews tab.
- 3. On the Reviews tab, the Date Sent will prefill to today's date. Click the Save button to enable the Sent checkbox. Click the Sent checkbox and Save again to mark the letter as 'Sent'.



4. Upon Save, the template is frozen and the Text hyperlink changed to View.



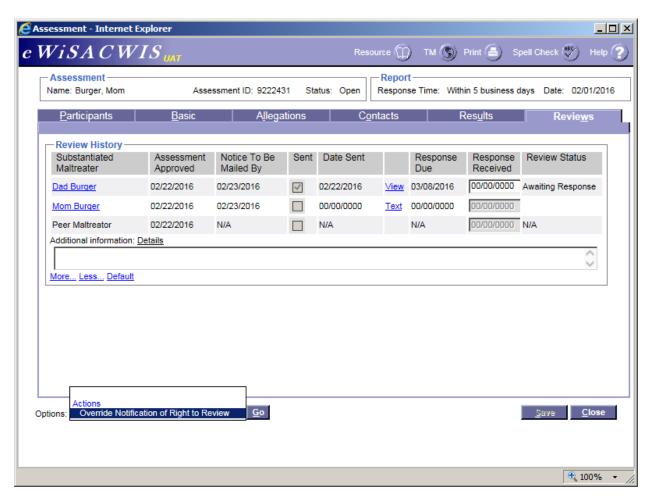
Note: The No Response Letter Due tickler is deleted and task marked as complete once the letter is marked as 'Sent'.

5. Repeat these steps for each Maltreater listed.

Overriding the Notification of Right to Review Timeline

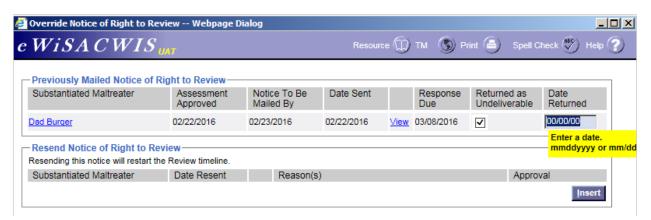
The Override Notice of Right to Review page is used to:

- Mark a previously mailed letter to a maltreater as returned as 'Undeliverable' from the Post Office
- Restart the Review timeline and Resend the Notice of Right to Review
- 1. To access the page, go to the Reviews tab of the substantiated initial assessment. Select 'Override Notification of Right to Review' from the Options drop-down and click Go.



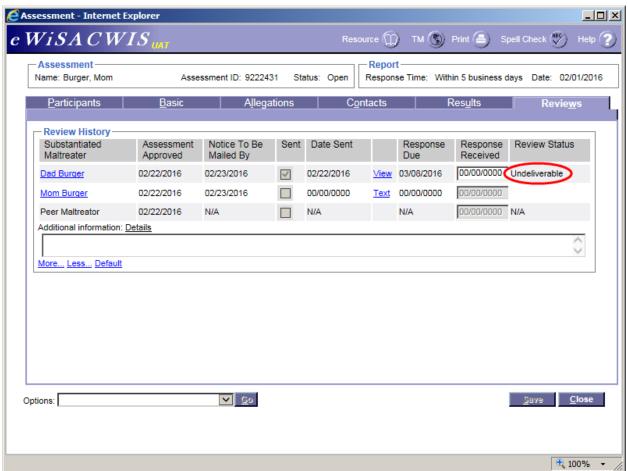
Note: If a new address is available for a maltreater, click the name hyperlink to update the maltreater's address on their Person Management record.

2. When opened, the page displays any previously mailed Notice of Right to Review and Final Determination of No Response Received letters. To mark a letter undeliverable by the Post Office, select the Returned as Undeliverable checkbox. This enables the date field. Enter the Date Returned. Click Save when finished. The row is now frozen and disabled. Click Close to return to the Reviews tab.

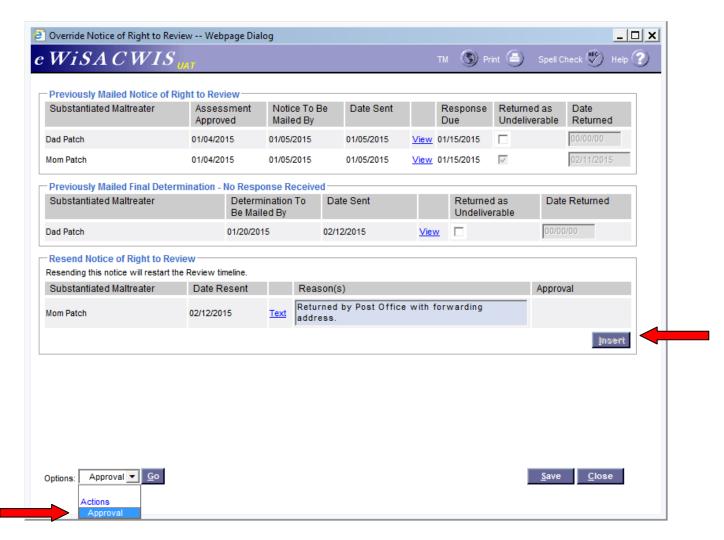


Note: If a Review has been started for the maltreater, the checkbox will be disabled.

3. The Review Status is updated as 'Undeliverable'.



4. To resend the notice and restart the review timeline from the Override Notice of Right to Review page, click Insert in the Resend Notice of Right to Review group box and select the maltreater in the drop-down list. Enter a reason for resending the notice, and click the <u>Text</u> hyperlink to launch the Notice of Initial Determination of Substantiated Child Maltreatment and Right to Request a Review.

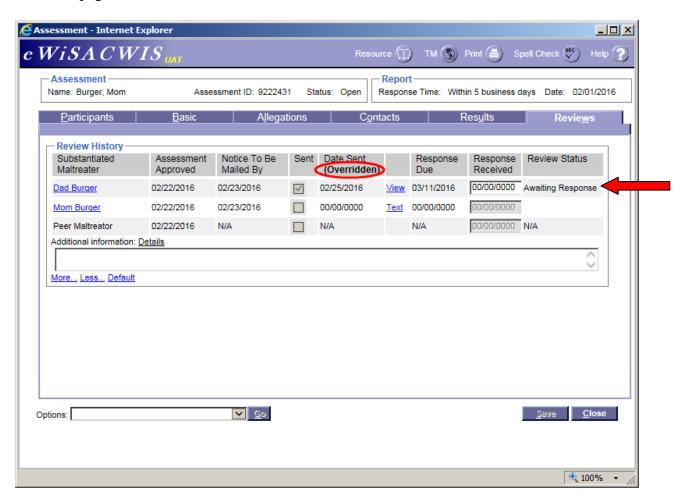


Note: If a new address is available for a maltreater, click the name hyperlink to update the maltreater's address on their Person Management record.

- 5. Enter information into the user entered fields on the template. When complete, print the template and click Close & Return to eWiSACWIS to return to the Reviews tab.
- 6. Next, send the Resend Notice of Right to Review for approval.

Note: A Resend Notice of Right to Review must be approved before another Resend Notice of Right to Review can be inserted for another maltreater.

7. Once approved, the timeline for the maltreater review will be reset and Review Status changed to 'Awaiting Response'. **Overridden** will display in the Column header to indicate a maltreater timeline has been Overridden. To view the details, reopen the Override Notice of Right to Review page.



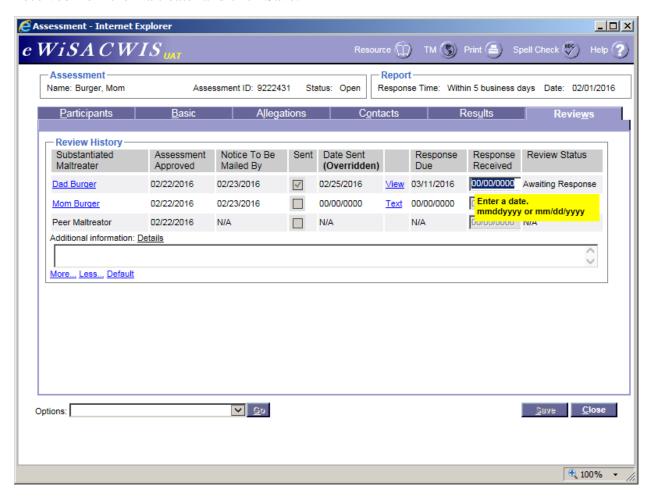
8. The page retains the history of previously sent letters and the Resend Notice of Right to Review with approval history.



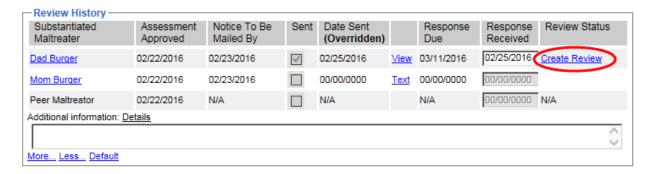
Creating a Review & Final Determination

In order to create a Review, the Response Received date must first be documented on the Reviews tab of the associated substantiated Initial Assessment.

1. Go to the Reviews tab of the substantiated assessment. Enter the date the Response Received was received from the maltreater and click Save.



2. If the date is on or before the Response Due date and a No Response Final Determination letter has not been marked as Sent, a <u>Create Review</u> hyperlink displays. Click the hyperlink to create the Review.



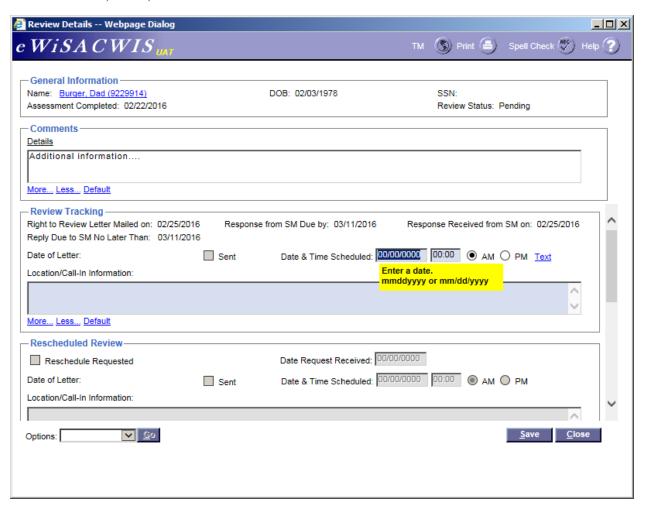
3. The Appeals Record page opens first for the maltreater. Click <u>Create Review</u> next to the Assessment to open the Review Details page.



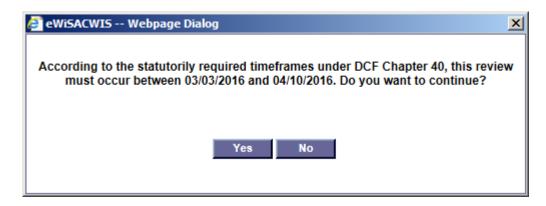
Note: Once the Response Received date has been entered and saved, a worker without case assignment can create the review via the <u>Create Review</u> hyperlink from the page.

4. The Review Details Page is divided into five group boxes: General Information, Comments, Review Tracking, Rescheduled Review, and Review Outcome. Dates on the page are automatically calculated and prefill according to the policy timeline.

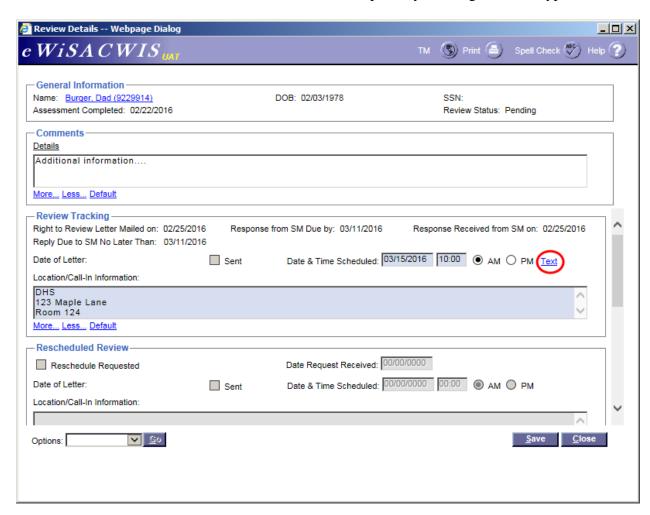
Enter the Date, Time, and Location/Call Information for the Review.



If a Date Scheduled is entered for a Review that falls outside of this timeline, the following message appears and provides dates when the review should occur.



5. Once all Review information is entered, launch the template by clicking the <u>Text</u> hyperlink.



Note: The 'Comments' narrative box is for Agency use. (See the <u>Details</u> flare for information).

- 6. All information prefills to the template, except for the Agency phone number which can be entered directly on the template. When complete, print the template and click Close & Return to eWiSACWIS to return to the Reviews Details page.
- 7. On the Reviews Details page, check the Sent checkbox and then Save.
- 8. Upon Save, the template is frozen and the <u>Text</u> hyperlink will change to <u>View</u>.

9. A maltreater may request one rescheduling of the Review if it is within the timeline established by policy. To enter a Rescheduled Review, go to the Review Details page and select the checkbox in the Reschedule Requested group box to enable the fields. Enter the required information and click the <u>Text</u> hyperlink to launch the template.

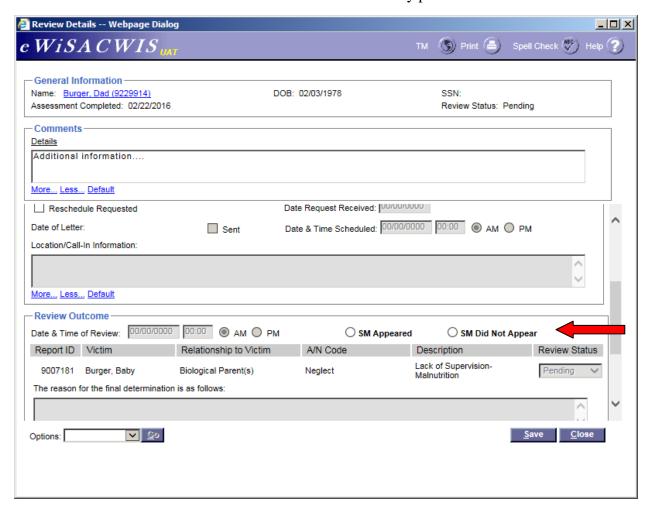


- 10. All information prefills to the template, except for the Agency phone number which can be entered directly on the template. When complete, print the template and click Close & Return to eWiSACWIS to return to the Reviews Details page.
- 11. On the Reviews Details page, check the Sent checkbox and click the Save button.

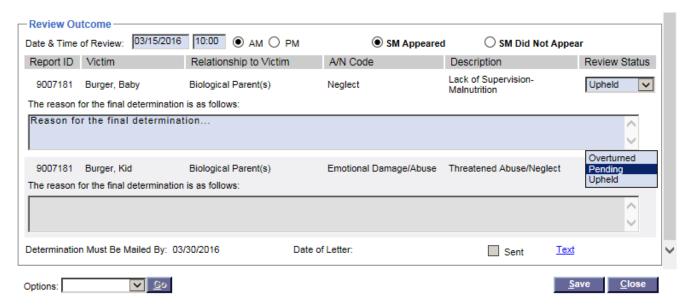


- 12. Upon Save, the template is frozen and the <u>Text</u> hyperlink changes to <u>View</u>.
- 13. Once a Review is held, return to the Review Details page to enter the Review Outcome.

First, select the appropriate radio button- 'SM Appeared' or 'SM Did Not Appear' in the Review Outcome group box. Once a radio button is selected, the most recently entered Scheduled/Reschedule review Date & Time will automatically prefill.



14. Select the appropriate allegation outcome and enter the narrative for the 'The reason for the final determination is as follows:' for each allegation. When completed, click the <u>Text</u> hyperlink to launch the Notice of Final Determination of Substantiated Child Maltreatment and Right to Request an Appeal.

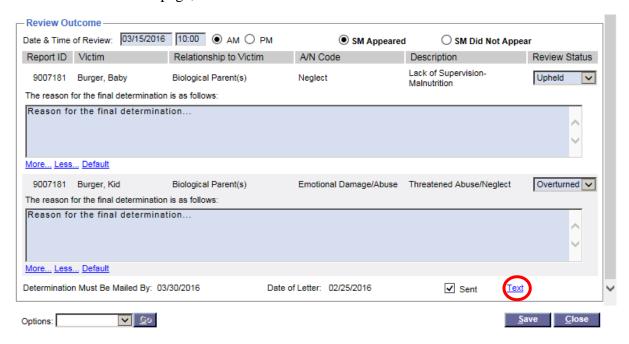


15. If any allegation is still 'Pending' the following message will display.

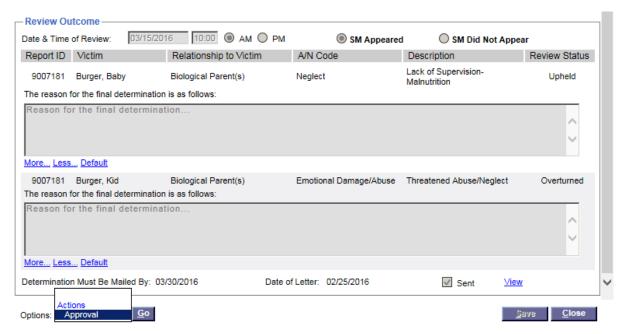


16. Print the template and click Close & Return to eWiSACWIS to return to the Review Details page.

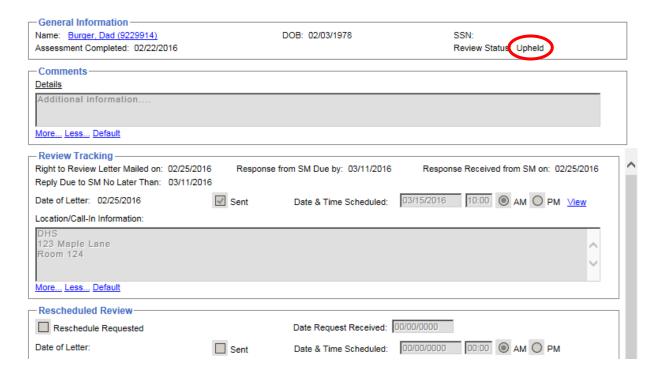
17. On the Reviews Details page, check the Sent checkbox and then Save.



18. Upon Save, the fields and template are frozen and the <u>Text</u> hyperlink changes to <u>View</u>. To complete the Review, send for supervisory approval.



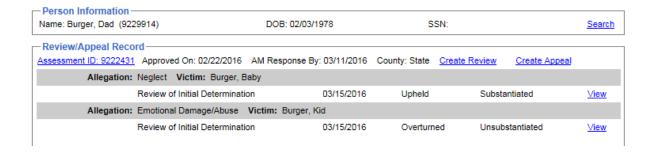
19. Upon approval, the overall Review Status is updated accordingly and the page is frozen.



Note: If any allegation is 'Upheld' the overall Review Status is 'Upheld'.

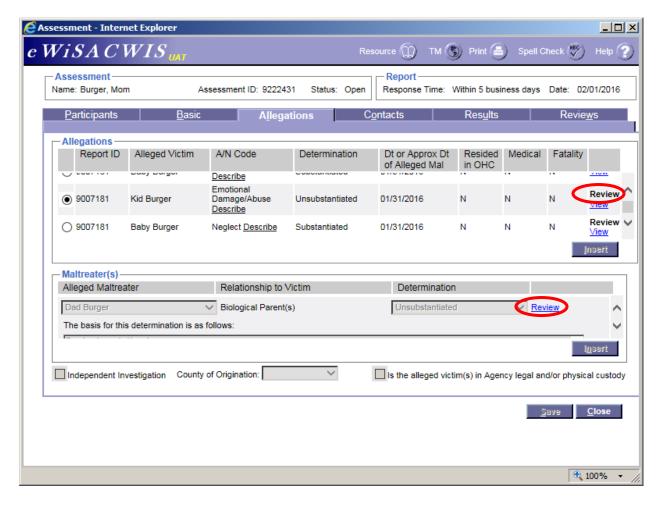
20. On the maltreater's Review/Appeal Record page:

- The Review Status for each allegation is reflected on the Review/Appeal Record page.
- Clicking the <u>View</u> hyperlink opens the associated Review Details page.



21. On the associated substantiated Initial Assessment:

- Any 'Overturned' allegations are changed to 'Unsubstantiated' for the maltreater.
- 'Upheld' allegations remain as 'Substantiated'.
- Each allegation for the maltreater is marked as 'Review', and a <u>Review</u> hyperlink appears next to the maltreater & determination that opens the associated Review Details page.



• The Review Status for the maltreater on the Reviews tab will be updated to the final overall determination and is a hyperlink to the Review Details page.



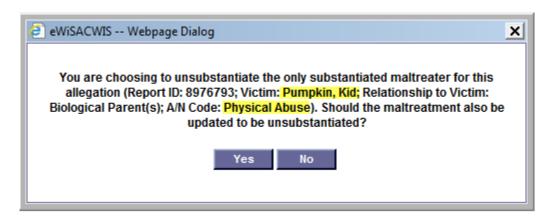
22. On the Desktop Outliner:

• (Review) text is added to the associated Assessment hyperlink on the outliner to indicate a Review is present.

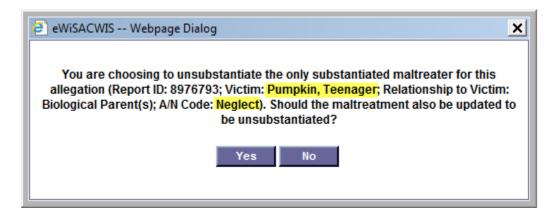


Note: The (Review) indicator text only changes if a subsequent Appeal is entered, or the Review is Voided.

23. In a situation where all allegations are overturned for the maltreater(s), the following message(s) will appear when sending for supervisory approval. A message appears for each child, and each allegation per child.



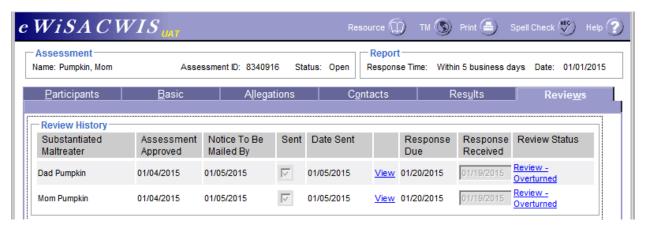
Selecting 'Yes'- indicates that abuse/neglect never occurred.



Selecting 'No'- indicates that the abuse/neglect occurred and that it is unknown who did it.

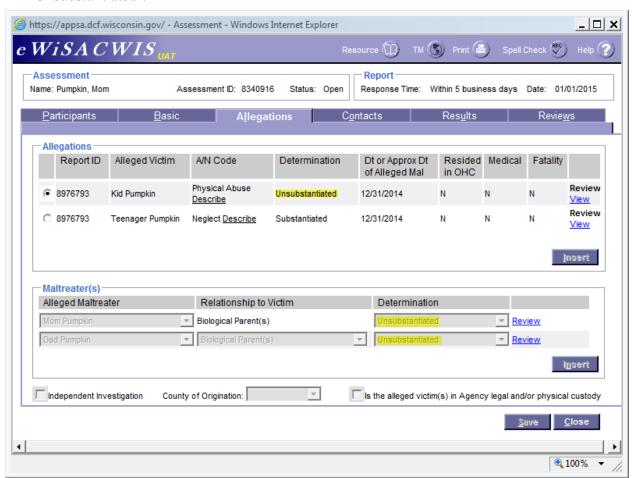
24. On the associated Initial Assessment-

On the Reviews Tab- A <u>Review - Overturned</u> hyperlink displays in the Review Status for the maltreater and opens the Review Details Page.

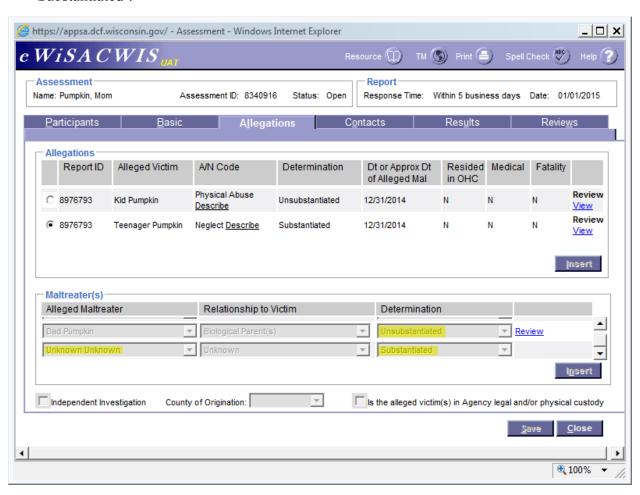


On the Allegations tab- **Review** text appears on the allegation row(s). A <u>Review</u> hyperlink displays next to the maltreater and opens the Review Details page.

• When **'Yes'** has been selected to the Unsubstantiated message when sending for approval, both the Allegation(s) and Maltreater(s) Determinations for the allegation(s) are changed to 'Unsubstantiated'.

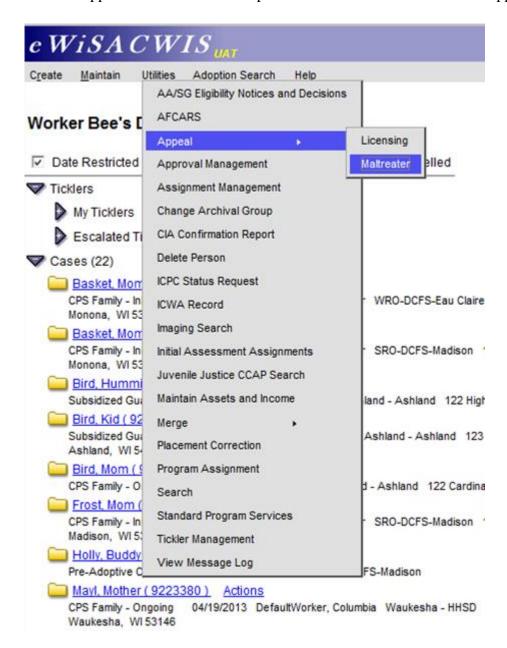


• When 'No' has been selected to the Unsubstantiated message when sending for approval, the allegation(s) on the associated Initial Assessment for the maltreater are changed to 'Unsubstantiated' and a Maltreater of 'Unknown Unknown' is inserted with a determination of 'Substantiated'.

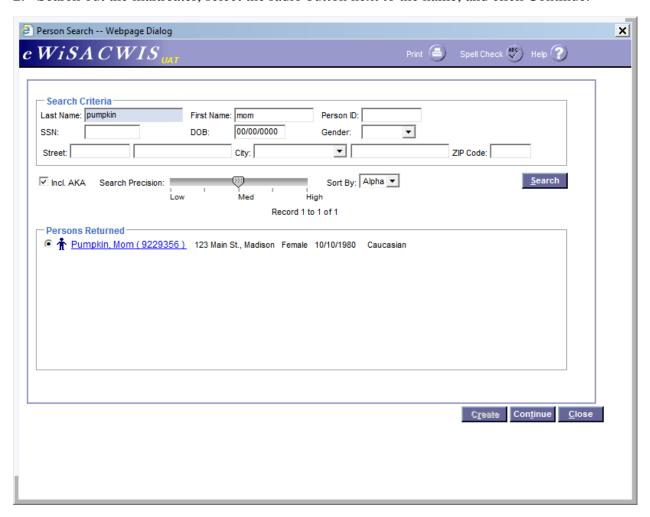


Voiding a Maltreater Review

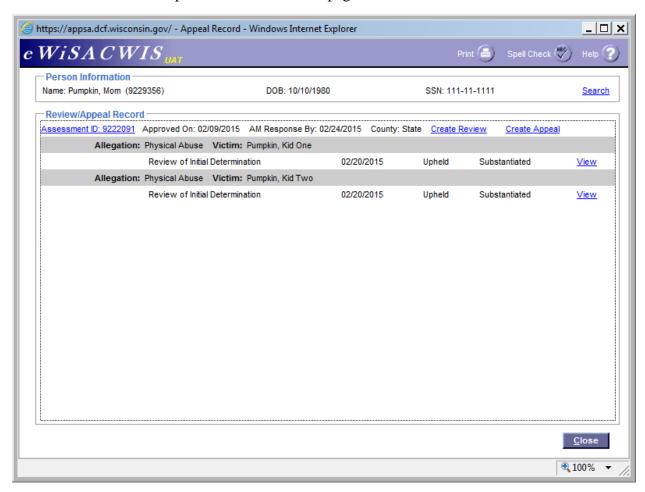
1. Select Utilities > Appeal > Maltreater. This opens Person Search for the Review/Appeal Record.



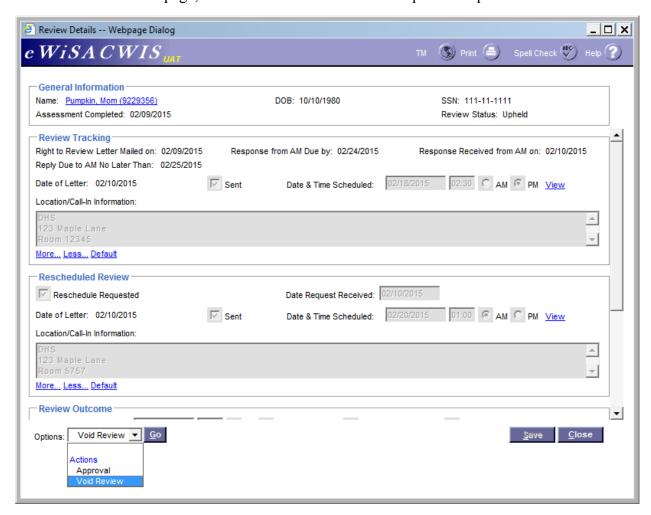
2. Search out the maltreater, select the radio button next to the name, and click Continue.



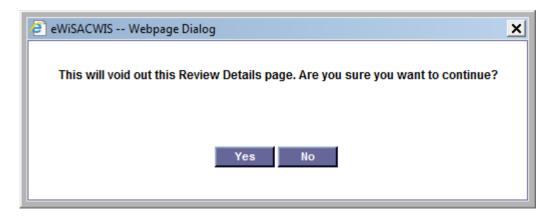
3. On the Review/Appeal Record, click the <u>View</u> hyperlink next to the appropriate Review of Initial Determination to open the Review Details page.



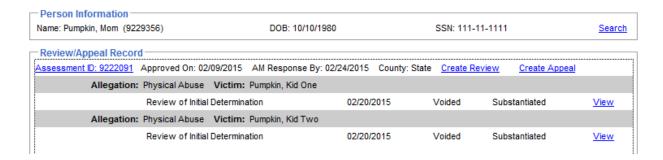
4. On the Review Details page, select 'Void Review' from the Options drop-down and click Go.



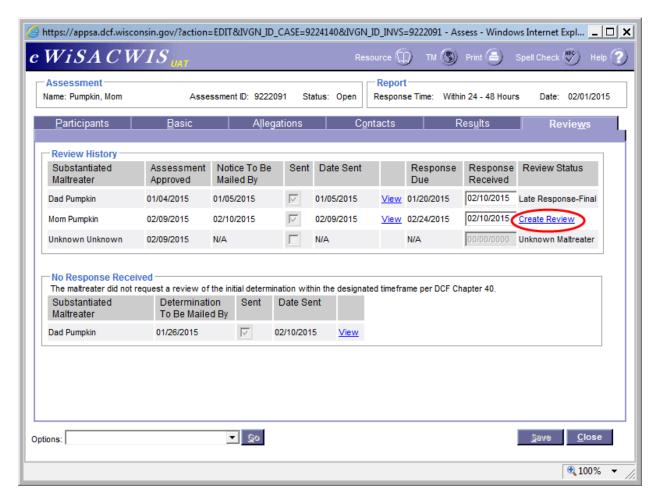
5. The following message will appear. Select 'Yes' to void the Review and return to the Review/Appeal Record page.



6. On the Review/Appeals Record page 'Voided' will display for each allegation on the associated Assessment.



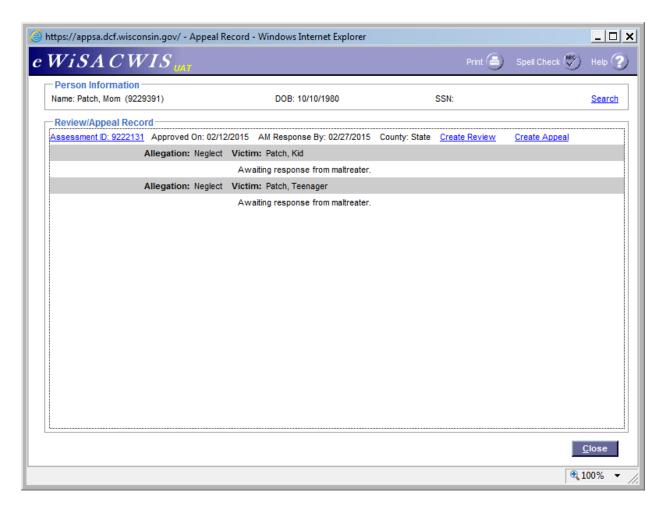
7. On the Review tab of the Assessment, the Review Status will be changed to <u>Create Review</u>.



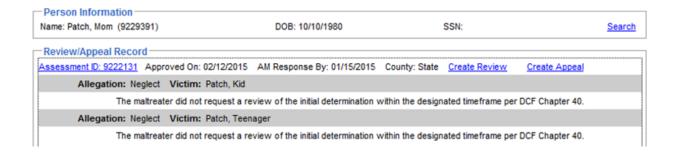
Viewing the Appeal Record Page

A maltreater review status displays during different stages of the maltreater due process and review timeline on the Review/Appeal page. The message can be found under each allegation line of the associated Assessment as follows:

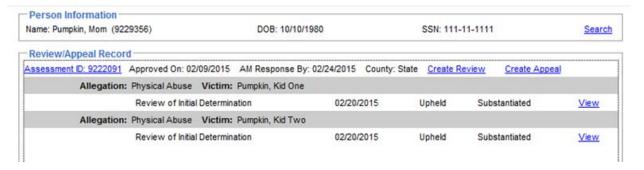
1. **Awaiting response from maltreater.-** Displays when the Notice of Initial Determination of Substantiated Child Maltreatment and Right to Request a Review has been marked as sent, but the AM Response By date has not passed, a No Response Final Determination is not marked as 'Sent', or a Review has not been started.



2. The maltreater did not request a review of the initial determination within the designated timeframe per DCF Chapter 40.- Displays if the maltreater did not request a review and the Response Due date (from the maltreater) has past, a No Response Final Determination is not marked as 'Sent', or a Review has not been started.



3. When a Review has been entered:



Pending - When a Review has been started, but no Final Determination has been made.

Upheld, Substantiated- When the Allegation has been approved as 'Upheld'.

Overturned, Unsubstantiated - When the allegation has been approved as 'Overturned'.

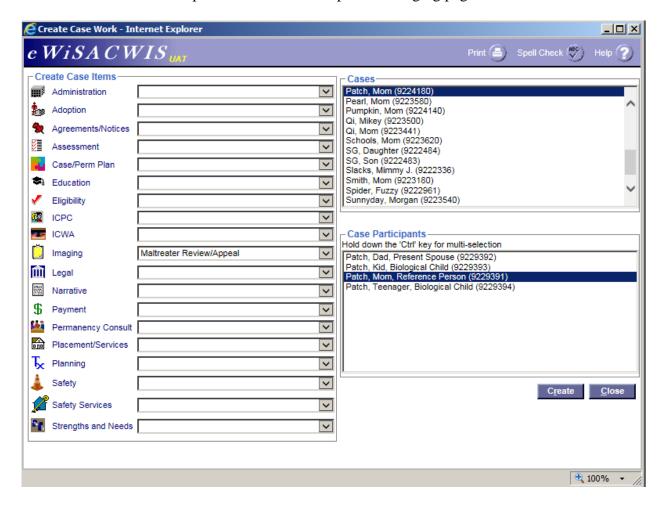
Voided – When a Review has been voided.

Creating Imaging Records for a Maltreater Review/Appeal

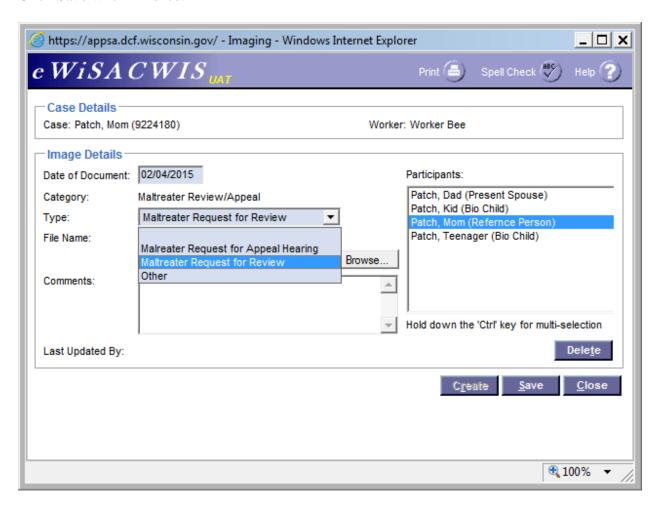
Note: The Imaging page can also be accessed via the desktop Menu>Utilities> Imaging Search page, which does not require an assignment to the case.

Note: Imaging for Maltreater Review/Appeal is not required.

- 1. From the desktop, select Create > Case Work or click the Case Work button Work to open the Create Case Work page.
- 2. On the Create Case Work page, select 'Maltreater Review/Appeal' from the Imaging drop-down. Select the Case and Participant. Click Create to open the Imaging page.



3. On the Imaging pop-up page, select the Type, Participant, and click Browse to upload the image. Click Save when finished.



4. Images are available from the outliner under the Assessment Icon, and via Imaging Search for the maltreater.

